

# **INFORMATION TECHNOLOGY MODERNIZATION PROGRAM**

**State of Vermont  
Agency of Digital Services**

January 2021



# Vermont Information Technology Modernization Fund

The State of Vermont, like other states and organizations, faces IT funding challenges. The pace required to keep up with the necessary technology replacements and maintain hundreds of applications demands steady continuous investment. As technology evolves and citizens expect more online services, the reliance on the use of these systems grows. The ever-evolving cybersecurity landscape brings new threats daily and makes this challenge that much more complex and difficult.

Vermont is long overdue for a modern funding mechanism for our technology needs. Like what we have for our other significant assets like buildings, roads, and bridges, information technology assets require the same programmatic approach and consistent funding.

The following represents the State Fiscal Year 2022 Information Technology Modernization (ITM) Program details. Specific projects are identified with descriptions on the business challenge being addressed, estimated costs, estimated schedule, and the project approach.

## 2021 Information Technology Fund Project Summary

Project Budget	Project Name	Project Description
\$15,000,000	Phase 1 - DMV IT System	Replacement of the 40-year-old mainframe applications
\$1,075,000	Phase 2 – DEC Permit Navigator	Citizen facing permit portal
\$500,000	Phase 2 – NRB Permit Application	Move Act 250 online
\$12,750,000	Human Capital Management – ERP	Replace HR system that tracks employee information, time sheets, and contracts.
\$4,500,000	Bright Futures IT System (BFIS)	Replace BFIS system
\$2,000,000	VDOL transition to VISION	Move VDOL to state enterprise finance system
\$3,500,000	VDOL UI Modernization	Begin Phase 1 of customer portal
\$1,000,000	VDOL Joblink Replacement	Coordination between ACCD and VDOL
\$1,500,000	ADS Cybersecurity	Core Infrastructure and router replacements
\$1,000,000	Salesforce grant management system	Transitions ACCD from a hard to manage grants program to a centralized grants system
\$9,500,000	AHS Integrated Eligibility	IE replaces Access
\$430,000	States Attorneys Case Management System	Upgrade to SAS case management software

# Project Overview Section

## Agency of Transportation

### Project Summary

<b>Project Name</b>	DMV Core System Replacement Phase I
<b>Agency</b>	Transportation
<b>Department</b>	Motor Vehicles

### Project Scope and Schedule

<b>Business Case</b>	<p>The Department of Motor Vehicles mainframe is a more than 40-year-old antiquated system of record supported by multiple front end and middleware systems as well as many archaic MS Access data base applications. As the mainframe component ages, risk of catastrophic failure increases. Due to the lack of configurability we continue to be poorly positioned to meet program demands, respond to legislative changes in our mission, advance our services, streamline processes, procedures, financial reporting and collection of revenue. Expansion and integration of new processes are virtually impossible. Efficiencies cannot be gained with new web services as manual intervention is still required due to the inability to integrate with the mainframe. Our biggest challenges are the inability of our core system to be modified to incorporate new opportunities for interfaces with other applications, national database, etc., thereby requiring the entry and re-entry of information into multiple different programs. The downstream effect of a failure in the mainframe is significant and would-be public facing. This proposal aligns with ADS goals and priorities of systems modernization; increasing the number of services available online; reducing risk while increasing systems sustainability and securing Vermont’s data.</p>
<b>Scope</b>	<p>Implement a totally integrated FastDS-VS, COTS solution. This is a scalable, sustainable, commercial off the shelf core system to process and administer registrations, titles, licenses, suspensions and financial records. In addition, any service built into the system would have a customer facing front end for online self-service transactions. This singular system would remove all duplication of work, reduce errors, streamline processing, enhance customer interactions, and afford the Department more opportunity for efficiencies and on-line services. The first implemented subset of this is running as the FAST Commercial Vehicle Operations (CVO) solution which was implemented in 2020, with great success This fully integrated system will handle the administration and maintenance of virtually all aspects of driver and vehicle services such as: driver's licenses &amp; other identification credentials; driver suspensions/reinstatement, convictions, and other info related to driver improvement &amp; control; data exchange with</p>

	<p>multiple multi-state information clearinghouses; vehicle titling, registration, renewals and plates; dealer licensing &amp; regulation; customer facing eService's for most functions; support fraud detection, investigations, hearings, cashiering, revenue accounting as well as financial reporting and reconciliation;</p> <p>This new system will remove the need for staff to handle the same paperwork up to 5 or more times removing the redundancy and reducing the inevitable errors caused by many people inputting the same data multiple times.</p>
<b>Schedule</b>	The project will begin in State Fiscal Year 2022 and has a planned completion date of State Fiscal Year 2025.

**Project Estimate**

<b>Implementation</b>	\$15,000,000
<b>Operating</b>	\$0.00
<b>Total</b>	\$15,000,000
<b>Notes</b>	Estimate is for year one of a multi-year implementation.

## ***Agency of Natural Resources***

### **Project Summary**

<b>Project Name</b>	DEC Permit Navigator Phase II
<b>Agency</b>	Natural Resources
<b>Department</b>	Environmental Conservation

### **Project Scope and Schedule**

<b>Business Case</b>	The Agency of Natural Resources (ANR) Department of Environmental Conservation (DEC) is proposing the adoption and implementation of a Customer Relationship Management (CRM) tool to unify and coordinate all DEC permitting functions. By adopting a unified CRM platform, DEC plans to make permitting easier, clearer, more transparent, and faster for the public by improving project review coordination across ANR and simplify points of entry to DEC permitting services.
<b>Scope</b>	DEC Permit Navigator Phase 2– Expand on DEC's permit navigator phase 1 project developed in Salesforce to leverage CRM functionality to track projects and customers across the DEC and ANR. Phase 1 included an online site to guide the public to applicable permits based on their project information and project location. Procurement plan to leverage the IT retainer list for vendor services in partnership with ADS resources to build out the CRM platform.
<b>Schedule</b>	Anticipated project start in State Fiscal Year 2022 and complete in State Fiscal Year 2023.

### **Project Estimate**

<b>Implementation</b>	\$1,032,360
<b>Operating</b>	\$1,562,800 for 5 years operating
<b>Total</b>	\$2,595,160
<b>Notes</b>	Totals include implementation costs of \$1M and operating costs for 5 years of \$1.56M.

### Project Summary

<b>Project Name</b>	NRB Permitting Phase II
<b>Agency</b>	Natural Resources
<b>Department</b>	Natural Resources Board

### Project Scope and Schedule

<b>Business Case</b>	Most (if not all) Act 250 land-use permit (LUP) applications and accompanying supplemental materials prior to 2017 were received and are stored in paper format. The only way applicants, consultants, and the public can research existing or new projects is by consulting these documents in-person in our various locations. Access is limited by offices hours and the availability of staff. Now with COVID, access is further hindered by the offices being closed to the public and teleworking staff making planned visits to the office to scan material and make it available electronically, a slow and risky process.
<b>Scope</b>	Digitize an NRB LUP documents and store them for retrieval from the public Act 250 database website. 1) Hire a temporary RIM Technician to coordinate the scanning of the paper documents for our selected projects and upload the digitized files to the public Act 250 database. (2) Hire a scanning vendor through ADS Procurement's IT retainer program to digitize the paper files. (3) Hire experts from ADS EPMO to assist us with the organization and management of this project (functional & business requirements, SOW, etc).
<b>Schedule</b>	Anticipated project to be started and completed in State Fiscal Year 2022.

### Project Estimate

<b>Implementation</b>	\$500000
<b>Operating</b>	\$0
<b>Total</b>	\$500000
<b>Notes</b>	Reflect one-time effort to digitize records.

## ***Agency of Administration***

### **Project Summary**

<b>Project Name</b>	Human Capital Management (HCM) and Budget (BUD) – ERP replacement
<b>Agency</b>	Administration
<b>Department</b>	Human Resources and Finance and Management

### **Project Scope and Schedule**

<b>Business Case</b>	The current HCM PeopleSoft 9.1 was implemented in 2013. Since implementation, the product has not been updated with bundles and patches. The current version is no longer fully supported by Oracle. The Budget system, PB Advantage v.3.09 was implemented in 2011 with a ten-year maintenance contract. Version 3.09 lacks functionality found in newer versions. Additionally, Version 3.09 has not been fully supported since 2019 and is under limited extended technical support. The extended support contract for the current system expires in Nov. 2021
<b>Scope</b>	Modernize the existing Oracle PeopleSoft Human Capital Management system (HCM) & The CGI Advantage Budget System. Replace both the Human Capital Management and Finance Budget Systems with state of the art, full suite of software modules as a SaaS Solution in the Cloud. The SoV will complete an RFP process for the replacement solution.
<b>Schedule</b>	The anticipated start date for this project is State Fiscal Year 2022 with a completion date in State Fiscal Year 2024.

### **Project Estimate**

<b>Implementation</b>	\$12,725,000
<b>Operating</b>	\$12,000,000 for the following 5 years
<b>Total</b>	\$24,725,000
<b>Notes</b>	Estimate includes HCM and Budget System replacement over two fiscal years.



## Agency of Human Services

### Project Summary

<b>Project Name</b>	Bright Futures Information System (BFIS) Replacement
<b>Agency</b>	Human Services
<b>Department</b>	Children and Families

### Project Scope and Schedule

<b>Business Case</b>	Child Development Division (CDD) is currently executing its core business operations for Child Care through an outdated legacy application called Bright Futures Information System (BFIS). Unfortunately, the BFIS system is currently running on an outdated platform that is no longer vendor supported and has proven to be inadequate. The BFIS application is prone to errors and has limited capability to take on new functionality. As a result, it is not possible to apply federally mandated changes to Child Care Financial Assistance Program calculations.
<b>Scope</b>	Replace the current BFIS environment for the Child Development Division by creating an integrated modular Case Management system on a Salesforce platform. To build a modular Case Management solution within the State's Salesforce platform. A solution that is aligned to a common Human Service Data Model and integrated through Mulesoft. The system will need to leverage common service applications for Business Rules Management, Notice Generation and Identity Authorization Management to insure extensibility and consolidation of technology. The team will be releasing an RFP to procure the services of a System Integrator with Human Service and Salesforce development experience to design, develop and deploy the CDD Information System.
<b>Schedule</b>	Anticipated project start in State Fiscal Year 2022 and be completed in State Fiscal Year 2024.

### Project Estimate

<b>Implementation</b>	
<b>Operating</b>	
<b>Total</b>	\$6,755,200
<b>Notes</b>	The Department received one-time development funding of \$900,000 and a CCDF Federal Block Grant of \$1,320,000 totaling \$2,220,000. Remaining funds required: \$4,535,200.

## Project Summary

<b>Project Name</b>	Integrated Eligibility (IE)
<b>Agency</b>	Human Services
<b>Department</b>	Vermont Health Access

## Project Scope and Schedule

<b>Business Case</b>	Vermont is pursuing a modular approach to IE&E implementation with the goal of minimizing financial risk and driving timely and consistent business value. The IE&E Program will ensure that each module is made extensible for future scalability and flexibility, is compliant with relevant State and Federal laws and regulations, and maximizes value for clients, providers, staff, and taxpayers.
<b>Scope</b>	<p>Premium Processing Project – completion of the effort to move QHP premium billing back to health insurance carriers.</p> <p>Customer Portal Improvements – Continuation of efforts to allow Vermonters to more easily apply for and maintain financial and health coverage benefits. This includes work on an Online Application for Medicaid for the Aged, Blind, and Disabled (MABD) FY20), and to report changes (FY20).</p> <p>IEE Case Management Preparation – multiple efforts to prepare systems for moving to a consolidated case management system.</p> <p>IEE System Implementation – beginning of implementation of the consolidated case management system.</p> <p>Business Rules Management (BRM): - establishing a centralized repository of all QHP, Medicaid, and financial benefit program eligibility rules with an associated governance process to maintain the rules going forward.</p>
<b>Schedule</b>	Project is anticipated to start in State Fiscal Year 2022 and be completed in State Fiscal Year 2023.

## Project Estimate

<b>Implementation</b>	\$9,500,000
<b>Operating</b>	\$0
<b>Total</b>	\$9,500,000
<b>Notes</b>	Project funding spans two Fiscal Years, State Fiscal Year 2022 - \$3,200,000 and State Fiscal Year 2023 - \$6,300,000.

## ***Department of Labor***

### **Project Summary**

<b>Project Name</b>	Financial Accounting and Reporting System (FARS) Replacement
<b>Agency</b>	
<b>Department</b>	Labor

### **Project Scope and Schedule**

<b>Business Case</b>	VDOL is seeking to modernize their financial accounting system to seemingly interface or interact with the State of Vermont VISION system. The current system (FARS) is about 40yrs old. IT retirements coupled with recent critical failures of the current system are having a negative impact to business operations.
<b>Scope</b>	Financial and Accounts Reporting System Modernization. The team is proposing to begin by gathering/validating the business requirements. Next would be to conduct an RFP process to select a vendor with implementation included.
<b>Schedule</b>	Project will start in State Fiscal Year 2022 with an anticipated completion date in State Fiscal Year 2023.

### **Project Estimate**

<b>Implementation</b>	\$2,000,000
<b>Operating</b>	\$1,293,680 for 5 years
<b>Total</b>	\$3,293,680
<b>Notes</b>	Implementation costs of \$2M with following 5 years of operating costs included in total.

### Project Summary

<b>Project Name</b>	Unemployment Insurance (UI) Modernization
<b>Agency</b>	
<b>Department</b>	Labor

### Project Scope and Schedule

<b>Business Case</b>	Vermont is maintaining outdated and expensive mainframe-based unemployment insurance benefits and tax systems. The Vermont Department of Labor's (VDOL) current UI processing system runs on legacy hardware and software. The system was written in the 1980s and remains constrained by the technology of that era relative to the demands placed on the system by ever changing federal program requirements.
<b>Scope</b>	Phase 1 of replacing the current, legacy Unemployment Insurance system. Issue an RFP and contract with a vendor to implement Phase I of this system. The preferred solution would be deployable within the State's Salesforce Platform.
<b>Schedule</b>	The project will start in State Fiscal Year 2022 with an anticipated completion date of State Fiscal Year 2024.

### Project Estimate

<b>Implementation</b>	\$3,500,000
<b>Operating</b>	\$3,135,775 for 5 years
<b>Total</b>	\$6,635,775
<b>Notes</b>	Implementation of Phase I is \$3.5M with the remainder being anticipated operating costs for the following 5 years.

**Project Summary**

<b>Project Name</b>	Joblink Replacement
<b>Agency</b>	
<b>Department</b>	Labor

**Project Scope and Schedule**

<b>Business Case</b>	Replace current labor exchange and case management system with an updated system to enable Workforce Development services and programs to be better integrated, more accessible to employers and jobseekers, and more comprehensive in its ability to collect, share, and display information. This system serves as the platform for administering, monitoring, and reporting on roughly twelve federal programs. Updates will provide greater capabilities to promote and recruit for jobs, coordinate education and training programs, expand availability of career pathway information, promote and link credentials of value, link unemployed individuals with reemployment services and supports, and help and provide new labor market information that will enable effective planning and decision-making relating to economic, education, labor, and employment policies.
<b>Scope</b>	Replacment of VDOL Workforce Development's current system, Vermont JobLink (VJL) with a modern SaaS CRM solution. RFP to contract with a vendor for the implementation of one or more Software as a Service (SaaS) data collection and reporting solutions and Customer Relationship Management (CRM) solution. The State's preferred CRM platform is Salesforce.
<b>Schedule</b>	It is anticipated the project will be completed in State Fiscal Year 2022.

**Project Estimate**

<b>Implementation</b>	\$1,000,000
<b>Operating</b>	\$2,393,500 for 5 years
<b>Total</b>	\$3,393,500
<b>Notes</b>	Implementation costs are \$1,000,000 remainder are the operating costs for the next 5 fiscal years

## ***Agency of Digital Services***

### **Project Summary**

<b>Project Name</b>	Network and Cybersecurity Upgrade
<b>Agency</b>	Digital Services
<b>Department</b>	Security

### **Project Scope and Schedule**

<b>Business Case</b>	ADS needs to restructure our data center core networks to provide for security requirements and to support cloud storage strategies. Our Internet edge firewalls are oversubscribed and often cause failures in connectivity to critical services and the municipal routers are end of life and need to be replaced. We plan to replace them with firewalls, adding a critical layer of security to the connections with DPS.
<b>Scope</b>	This project will re-architect the data center core and firewalls, upgrade the oversubscribed internet edge firewalls, and replace the municipal routers with firewalls. The project will be completed with hardware upgrades and some professional services to perform the architectural issues.
<b>Schedule</b>	It is anticipated that this project be completed in State Fiscal Year 2022.

### **Project Estimate**

<b>Implementation</b>	\$1,485,000
<b>Operating</b>	\$0.00
<b>Total</b>	\$1,485,000
<b>Notes</b>	Estimate is for one year

## ***Agency of Commerce and Community Development***

### **Project Summary**

<b>Project Name</b>	Grants Management System Replacement - DHCD
<b>Agency</b>	Commerce and Community Development
<b>Department</b>	Housing and Community Development

### **Project Scope and Schedule**

<b>Business Case</b>	Migrate ACCD's DHCD Intelligrants legacy grant management workflows into Salesforce, the statewide enterprise grant management system. In FY21, the Agency began a customer relationship management conversion to Salesforce using CRF funds. The grant management conversion into one platform will enable the Agency and partners to understand the state's relationship with a customer. It will also reduce administrative costs, improve internal coordination and collaboration, improve data management, and improve customer experience.
<b>Scope</b>	Migrate 7 ACCD DHCD grants programs from legacy Intelligrants platform to the state's enterprise Salesforce platform. Procure vendor support via IT retainer contracts to configure a Salesforce grants management platform and onboard first complex grant program and leverage ADS and ACCD resources to onboard remaining grant applications.
<b>Schedule</b>	The project is anticipated to start in State Fiscal Year 2022 and be completed in State Fiscal Year 2023.

### **Project Estimate**

<b>Implementation</b>	\$970,040
<b>Operating</b>	\$390,000 following 5 years operating
<b>Total</b>	\$1,360,040
<b>Notes</b>	Project costs reflect \$1M in implementation and \$.4M in 5 year operating costs.

## ***States Attorneys and Sheriffs***

### **Project Summary**

<b>Project Name</b>	Case Management System (CMS) Replacement
<b>Agency</b>	States Attorneys and Sheriffs
<b>Department</b>	

### **Project Scope and Schedule**

<b>Business Case</b>	The State's Attorneys (SAS) currently utilize a CMS called JustWare/(JW). Their vendor, Journal Technologies Inc (JTI) will no longer offer support/security patches after 6/30/21. The system must be replaced.
<b>Scope</b>	SAS has two options. One, is to upgrade to JTI's eProsecutor software which is significantly different than their current system even though it's provided by the same vendor. This eProsecuter option would cost approximately \$575K for implementation and \$245K per year to operate. The second option is to replace their current CMS with one provided by Tyler Technologies, the same vendor who provides the Judiciary CMS known as Odyssey. This is probably the best long term solution and would resolve data sharing/integration issues between SAS and the Judiciary. This option would cost about \$1.6M for implementation and \$220K per year to operate.
<b>Schedule</b>	The anticipated project start will be State Fiscal Year 2022 and will be completed in State Fiscal Year 2023.

### **Project Estimate**

<b>Implementation</b>	\$430,000
<b>Operating</b>	\$1,102,380 (Option 2) - \$1,225,000 (Option 1) for 5 years operating
<b>Total</b>	\$1,800,400 (Option 1) - \$2,693,000 (Option 2)
<b>Notes</b>	Initial estimates are much higher than the \$430k earmarked for implementation and will be revisited. SAS currently has \$300k set aside for this project.